HUMANITARIAN NON-PROFIT

User
Direct Relief, a global nonprofit providing medical assistance to people affected by poverty and emergency situations

Challenge
Treat more than 1,000 refugees in three-minute intervals while recording accurate medical and geographic data offline

Solution
Survey123 for ArcGIS
ArcGIS Online

Results
Recorded medical records in real time while working offline, improved efficiency of medical teams, achieved 100 percent refugee treatment rate, and shared data with local humanitarian agencies for continued efforts

Treating Refugees, Three Minutes at a Time

Direct Relief provides medical resources to community-based organizations in more than 70 countries, including the United States. Since 2000, Direct Relief has provided more than $3.3 billion in direct aid through medical material assistance and targeted cash grants, serving people in need worldwide.

The Challenge

For anyone like the more than 1,000 Syrian people seeking refuge in early 2015, living in crisis and extreme poverty poses many health risks. Poor skin care is a danger, and it's often a neglected area of public health. Untreated skin conditions can lead to troubling health issues, such as physical pain, infection, and the inability to work. To help Syrian refugees at risk of such issues, Direct Relief organized a six-day mission to treat and document skin conditions among refugees living in a high-need rural area of Jordan.

The teams that Direct Relief dispatched consisted of a doctor, a dermatologist, and a medical record scribe who worked together each day to treat as many patients as possible before sunset. With limited resources and daylight available, teams had approximately three minutes to diagnose, treat, and record each patient's visit. And with hundreds of refugees to treat in Jordan, Direct Relief needed to speed up the medical data collection process while maintaining accuracy. To ensure local partner agencies could locate and provide critical patient follow-up care, Direct Relief also needed to capture and share patients' geographic information as part of triage.

> "One of the things we liked the most about Survey123 for ArcGIS is that it works really well offline. For us, it's really important that all fieldwork can be done without an Internet connection."
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> **Andrew Schroeder**
> Director of Research and Analysis, Direct Relief

The Solution

Direct Relief supplied each medical record scribe with an Android tablet equipped with the Survey123 for ArcGIS app. Survey123 for ArcGIS is a new app that supports disconnected editing and simple data capture through customizable forms. Despite the remote nature of the refugee camps and limited time, the scribes were able to easily use the app as part of the triage process.

Using the app's offline capabilities, scribes quickly entered accurate data for each patient, including name, symptoms, diagnosis, and location. Teams also uploaded audio and photos to medical records and used the app's multilanguage function in the surveys. When teams returned to camp each day, Direct Relief was then able to sync and instantly share the data with partner agencies via real-time maps hosted in ArcGIS Online.

The Results

By implementing an efficient data entry workflow with Survey123 for ArcGIS, teams maximized their time in the field and shared data-rich maps with partner agencies. Teams treated and collected data on up to 200 patients per day and managed to record information on about more than 1,200 refugees on six days.

Learn more about Survey123 for ArcGIS at
survey123.arcgis.com

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